

## Overview

This standard identifies requirements for supporting safety and security when you access the homes of individuals you are supporting. This includes confirming your understanding of procedures and arrangements for access and applying these when you visit. It also includes resolving any issues in relation to the visit, access or securing of the home of individuals. The standard also covers reviewing procedures and arrangements for accessing and securing the home of individuals.

## Performance criteria

### *You must be able to:*

1. establish consent and access information on procedures for safe and secure access to homes of individuals
2. support individuals and others to identify their preferences and the security arrangements for access to their homes
3. work in partnership with individuals and others to agree the date and time of your visit to their homes
4. confirm the contact details of individuals and the travel arrangements for your visit to their homes
5. inform the workplace of the arrangements for your visit to homes of individuals
6. access homes following agreed arrangements and preferences of individuals
7. identify yourself and confirm the identities of individuals or others in their homes
8. contribute to resolving any issues in relation to visits, access or securing of homes
9. ensure homes are secured when you leave following agreed arrangements and the preferences of individuals
10. support individuals and others to feedback on agreed arrangements and preferences to ensure access to their homes remains safe and secure
11. provide your feedback to ensure access to homes remain safe and secure
12. work in partnership with individuals and others to identify and address any changes to support the safe and secure access to their homes
13. contribute to records and reports required to support safe and secure access to individual's homes
14. reflect on how you carried out your roles and responsibilities to support safe and secure access to individual's homes, with feedback from others

## Knowledge and understanding

### *You need to know and understand:*

1. how to access, review, and evaluate information about individuals and the procedures for safe and secure access to their homes
2. the influence of culture and background on the preferences of individuals for providing access to their home
3. the agreed access procedures for the homes of specific individuals and the consequences of not following these
4. the influence of neurodivergence and additional needs on the support for safe and secure access to individual's home
5. how to carry out risk assessments when visiting, accessing and securing individual's homes
6. lone working practices for visiting individual's homes
7. types of digital tools and devices that can support safe and secure access to individual's homes
8. how and why, you should confirm identities of yourself, the individual and others
9. the importance of dignity, kindness and compassion when accessing individual's homes
10. how to support emotional regulation during access and visits to individual's homes
11. how to work collaboratively with individuals and others to review and feedback on safe and secure access to their homes
12. how to apply trauma informed principles to support individuals with safe and secure access to their homes
13. reasons why you may be unable to access and secure individual's homes and action to take
14. the records and reports required for supporting safe and secure access to individual's homes
15. the relevant legal requirements, standards of practice, frameworks and guidance for supporting safe and secure access to individual's homes
16. the workplace requirements on equality, diversity, inclusion, and rights when supporting safe and secure access to individual's homes
17. how to work in partnership with others to support safe and secure access to individual's homes
18. how to respond to issues and concerns that may occur when accessing

individual's homes

19. how your personal experiences and unconscious bias may impact when supporting safe and secure access to individual's homes, and how to address this

20. the role of supervision, reflective practice and learning and development when supporting safe and secure access to individual's homes

## Glossary

The glossary for this National Occupational Standard is available on the Skills for Care and Development website.

HSCCLD230



Support safe and secure access to individual's homes

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